Municipality Siyancuma NC 78 - Schedule of Service Delivery Standards Table	
Description	
Standard	**Service Level**
Solid Waste Removal	
Premise based removal (Residential Frequency)	Weekly
Premise based removal (Business Frequency)	Weekly
Bulk Removal (Frequency)	Weekly
Removal Bags provided(Yes/No)	Yes
Garden refuse removal Included (Yes/No)	No
Street Cleaning Frequency in CBD	Daily
Street Cleaning Frequency in areas excluding CBD	Weekly
How soon are public areas cleaned after events (24hours/48hours/longer)	24
Clearing of illegal dumping (24hours/48hours/longer)	Longer
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	Generally good
Is free water available to all? (All/only to the indigent consumers)	Only indigent consumers
Frequency of meter reading? (per month, per year)	Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Yes
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Month

Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	Within 12 hours
Up to 5 service connection affected (number of hours)	Within 12 hours
Up to 20 service connection affected (number of hours)	Within 12 hours
Feeder pipe larger than 800mm (number of hours)	Within 12 hours
What is the average minimum water flow in your municipality?	Unknown
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	Within 5 days
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	No
Electricity Service	
What is your electricity availability percentage on average per month?	Unknown
Do your municipality have a ripple control in place that is operational? (Yes/No)	No
How much do you estimate is the cost saving in utilizing the ripple control system?	Sustem not available
What is the frequency of meters being read? (per month, per year)	Monthly
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Yes
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	If not replaced, ongoing
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Within 24 hours
Are accounts normally calculated on actual readings? (Yes/no)	Yes

Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	No
How long does it take to replace faulty meters? (days)	Within 24 hours
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	No
How effective is the action plan in curbing line losses? (Good/Bad)	Good
How soon does the municipality provide a quotation to a customer upon a written request? (days)	5
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	180 Days
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	5
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	5
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	No It requires further upgrades
To what extend do you subsidize your indigent consumers?	100
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	Whithin 12 hours
Sewer blocked pipes: Large pipes? (Hours)	Whithin 12 hours
Sewer blocked pipes: Small pipes? (Hours)	Whithin 12 hours
Spillage clean-up? (hours)	Whithin 12 hours
Replacement of manhole covers? (Hours)	Whithin 12 hours

Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	1
Time taken to repair a single pothole on a minor road? (Hours)	1
Time taken to repair a road following an open trench service crossing? (Hours)	2
Time taken to repair walkways? (Hours)	5
Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	If not replaced, ongoing
Do you have any special rating properties? (Yes/No)	No
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Decrease
Are the financial statement outsources? (Yes/No)	Partly
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	No
How long does it take for an Tax/Invoice to be paid from the date it has been received?	Depends on cash flow
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	No
Administration	
Reaction time on enquiries and requests?	15 to 20 minutes
Time to respond to a verbal customer enquiry or request? (working days)	5 working days
Time to respond to a written customer enquiry or request? (working days)	14 Days

Time to resolve a customer enquiry or request? (working days)	Depend on complaint
What percentage of calls are not answered? (5%,10% or more)	5
How long does it take to respond to voice mails? (hours)	Minutes
Does the municipality have control over locked enquiries? (Yes/No)	No
Is there a reduction in the number of complaints or not? (Yes/No)	No
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	1 Week
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	Monthly
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	8 Minutes
How long does it take to renew a vehicle license? (minutes)	5 minutes
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	5 Minues
How long does it take to de-register a vehicle? (minutes)	5 Minutes
How long does it take to renew a drivers license? (minutes)	15 - 20 minutes
What is the average reaction time of the fire service to an incident? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	Not Available
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	Not Available

What percentage of the projects have created sustainable job security?	Not Available
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humanly manner? (Yes/No)	Yes